

DEMA State Employee Complaint Process

This directive does not create a contract for employment between any DEMA employee and the Department of Emergency and Military Affairs. Nothing in this directive changes the fact that all uncovered DEMA employees of the Department of Emergency and Military Affairs are at-will employees and serve at the pleasure of the appointing authority.

1.0 Scope

This policy applies to all State employees of the Arizona Department of Emergency and Military Affairs (DEMA).

2.0 Authority

A.R.S. § 41-1401 et seq., Arizona Civil Rights Act (ACRA)
Civil Rights Act of 1991, as amended
R2-5A-104, Prohibition Against Discrimination, Harassment and Retaliation
R2-5A-501, Standards of Conduct
R2-5A-901, Complaint System
R2-5A-902, Complaint Procedures
Title VII of the Civil Rights Act of 1964, as amended

3.0 Definitions

3.1 *"Business Days"* refers to weekdays (Monday through Friday) excluding recognized State holidays.

3.2 *"DEMA Complaint Coordinator"* means the Ombudsman within the Department who is receiving complaints, determining applicability under the complaint system, investigating or assigning the complaint to the appropriate individual with the agency for review or investigation, and tracking the processing of complaints.

3.3 *"Disability"* refers to:

- A physical or mental impairment that substantially limits a major life function of an individual;
- Having a history of such an impairment; or
- Being regarded as having such impairment.

3.4 *"Discrimination"* includes, but is not limited to:

- Preferential treatment of one individual or group over another similarly situated individual or group because of the individual's or group's race, color, religion, sex, pregnancy, age, national origin, genetic information or disability;
- Sexual harassment;
- Harassment of any individual because of the individual's race, color, religion, sex, pregnancy, age, national origin, genetic information or disability; and

- Failing or refusing to provide a reasonable accommodation to a qualified person with a disability.
 - Treating an individual with a disability less favorably than a similarly situated person without a disability because of the individual's disability;
- 3.5 "Good Faith Reporting" means that reports are made in good faith when the member making the report has a reasonable belief that the allegations are accurate, even if the allegations are ultimately found to be unsubstantiated.
- 3.6 "Harassment because of race, color, religion, sex, pregnancy, national origin, age, genetic information or disability" involves unwelcome and unsolicited conduct which is predicated upon an individual's race, color, religion, sex, pregnancy, national origin, age, genetic information or disability when (1) submission to the conduct is made either explicitly or implicitly a term or condition of employment; (2) submission to or rejection of such conduct by an employee is used as a basis for an employment decision affecting the employee; or (3) the conduct has the purpose or effect of substantially interfering with an employee's work performance and creating a hostile, intimidating or otherwise offensive working environment. Prohibited harassment includes, but is not limited to:
- Derogatory comments, epithets or slurs directed at an individual because of that individual's race, color, religion, sex, pregnancy, national origin, age, genetic information and/or disability;
 - Posting or circulating written or graphic materials, including but not limited to, cartoons, pictures, posters, or calendars containing derogatory comments, epithets or slurs based upon an individual's race, color, religion, sex, pregnancy, national origin, age, genetic information and/or disability; and
 - Abusive or derogatory remarks or conduct targeted at identifiable groups which are identified based upon their race, color, religion, sex, pregnancy, national origin, age, genetic information and/or disability.
- 3.7 "Sexual Harassment" means unwelcome and unsolicited conduct of a sexual nature when (1) submission to the conduct is made either explicitly or implicitly a term or condition of employment; (2) submission to or rejection of such conduct by an employee is used as a basis for an employment decision affecting the employee; or (3) the conduct has the purpose or effect of substantially interfering with an employee's work performance and creating a hostile, intimidating or otherwise offensive working environment. Examples of conduct that can violate this policy include, but are not limited to:
- Explicit sexual behavior by a supervisor, manager, co-worker, visitor, client or other entity with whom the employee interacts during the course of employment
 - Implicit request for sex
 - Direct or indirect pressure for dates or sexual activity
 - Pinching, patting or other unwelcome touching
 - Leering or gawking
 - Posting or circulating of sexually graphic materials including, but not limited to, cartoons, pictures, posters or calendars

- Sexually derogatory comments, including slurs, jokes and other inappropriate remarks
- Reprisals or threats after a negative response to sexual advances
- Unwelcome sexual advances
- Conditioning favorable terms and conditions of employment upon a positive response to abusive remarks or conduct targeted at only one sex, even if the context of the abusive remarks is not sexual

4.0 Policy

The Arizona Department of Emergency and Military Affairs is committed to the prohibition against unlawful discrimination, harassment and retaliation in the workplace. It is the policy of the Arizona Department of Emergency and Military Affairs (DEMA) that all DEMA employees shall comply with all applicable federal and state anti-discrimination laws. DEMA and its employees shall not unlawfully discriminate against any individual with regard to the terms and conditions of employment, including hiring, pay, leave, insurance benefits, retention, assignment, and rehiring. All allegations of discrimination will be promptly investigated, and any employee who engages in conduct in violation of this policy may be disciplined or separated from State employment.

- 4.1 Equal Employment Opportunity. DEMA shall provide equal employment opportunity for all individuals regardless of race, color, national origin, religion, age, disability, genetic information, sex, pregnancy, military or veteran status, or any other status protected by federal law, state law, or regulation. It is the policy of DEMA that all individuals are treated in a fair and non-discriminatory manner throughout the application and employment process.
- 4.2 Harassment Prohibited. Harassment of a sexual nature or harassment based on race, color, national origin, religion, age, disability, genetic information, sex, pregnancy, military or veteran status, or any other status protected by federal law, state law, or regulation is prohibited. DEMA prohibits the unlawful harassment of any employee in the course of the employee's work by supervisors, co-workers, or third parties, such as vendors or customers. Any DEMA employee who engages in unlawful harassment may be disciplined or separated from State employment.
- 4.3 Protection from Retaliation. DEMA does not permit or tolerate retaliation against anyone for raising a concern about, assisting in an investigation of, or filing a complaint in good faith concerning unlawful discrimination or harassment. Any DEMA employee found to have engaged in retaliation against another individual for reporting or assisting in the investigation of any allegation of unlawful discrimination may be disciplined or separated from State employment.

It is the responsibility of all DEMA employees to promptly bring any allegation of unlawful discrimination, harassment or retaliation to the attention of the Department. Any complaint alleging unlawful discrimination, harassment or retaliation must be submitted in accordance with the procedures described in this directive and **not** under DEMA's Employee Grievance Policy.

This policy does not affect other rights and remedies under federal and state statutes prohibiting employment discrimination. Employees who believe that they have been subjected to

discrimination because of their race, color, religion, sex, pregnancy, age, national origin, genetic information or disability may also file charges of employment discrimination with the Arizona Attorney General's Civil Rights Division and with the Equal Employment Opportunity Commission. Charges filed with the Arizona Civil Rights Division must be filed within 180 days following the most recent act of discrimination; charges filed with the Equal Employment Opportunity Commission must be filed within 300 days following the most recent act of discrimination. The filing of an internal complaint of discrimination pursuant to this policy will not impact those statutes of limitations. No employee of this Department who elects to file a charge with either the Arizona Attorney General's Civil Rights Division or the Equal Employment Opportunity Commission, or who testifies in an investigation by either of those agencies, will be retaliated against or denied internal rights or remedies on account of that charge filing or testimony.

5.0 Matters Subject to the Complaint Procedure

This procedure shall be used by an employee to file a complaint with the DEMA Complaint Coordinator within 180 days of the action giving rise to the complaint and to clearly outline the allegations to be addressed, including whether the basis of the complaint is based on:

1. Unlawful discrimination based on race, color, religion, sex (including pregnancy), age, national origin, genetic information or on the basis of a disability.
2. Allegation of sexual harassment or other form of harassment.
3. Retaliation for filing a complaint.
4. Retaliation or intimidation for exercising any right under state or federal law.

Only good faith reports of alleged misconduct are protected by this directive and in accordance with DEMA Policy Letter No. 10.19: Whistleblower and Anti-Reprisal Policy

- 5.1 Preparation. A complainant shall not be allowed the use of State time or State property to prepare a complaint, prepare for a meeting with agency management or to meet with a representative. Subject to supervisory approval and the operational needs of the unit, a complainant may request available compensatory or annual leave for this purpose.
- 5.2 Multiple Complaints. Multiple complaints by an employee may be consolidated into a single complaint. Separate complaints filed by two or more employees regarding the same issue or issues may be consolidated into a group complaint. Employees having a common complaint may submit one group complaint, identifying one complainant as the selected spokesperson for the group. Employees who choose to file a group complaint are prohibited from filing separate complaints on the same issue.
- 5.3 Amendments. Once a complaint is submitted to the DEMA Complaint Coordinator, it may not be amended. If additional documentation is submitted by the complainant after the initiation of the complaint, the reviewing or investigating official may remand the complaint to the complainant for reconsideration and resubmission.

6.0 Complaint Procedure

An employee who has an allegation of or becomes aware of a situation involving unlawful discrimination, harassment or retaliation shall report the allegation or complaint by submitting a DEMA Employee Complaint Form (Form DEMA 018a) to the DEMA Complaint Coordinator. The

DEMA Deputy Director is the DEMA Complaint Coordinator and can be reached at (602) 267-2833 or 5636 E. McDowell Road, DEMA/SA-A, Phoenix, AZ 85008.

The complaint shall include all facts and circumstances involved in the alleged violation, including the following information:

1. Description of the incident(s),
2. Name(s) of individual(s) involved,
3. Name(s) of witness(es),
4. The date(s) the discrimination or harassment occurred (if known),
5. Resolution sought,
6. Federal or state law alleged to have been violated.


The DEMA Complaint Coordinator shall:

1. Notify the DEMA Director of the complaint upon receipt of the complaint.
2. Acknowledge receipt of the complaint in writing to the complainant not later than five business days after receipt of the written complaint.
3. Initiate an investigation into the alleged complaint or assign the complaint to a qualified individual within the agency for review or investigation within 10 business days. The review or investigation shall be completed within 60 business days of receipt of the written complaint. If extenuating circumstances exist, an extension shall be requested through the DEMA Complaint Coordinator.
4. Forward a written recommendation to the DEMA Director within 10 business days of completion of the review or investigation barring resolution of the complaint by agreement of the parties.

The DEMA Director shall review the findings and recommendations and issue a decision in writing to the complainant. A copy of the response shall be provided to the DEMA Complaint Coordinator.

In accordance with State Personnel System Rule R2.5A.902.B.1, an employee (the complainant) who is not satisfied with the DEMA Director's response to a complaint alleging discrimination or harassment, may elevate the complaint to the ADOA Director within 5 business days after the receipt of the agency head's response. The ADOA Director will furnish a copy of the final decision to the agency head and the complainant within 20 business days following receipt of the complaint by the Director. The 20 business days may be extended by the ADOA Director with the concurrence of the complainant. The decision of the ADOA Director is the final step in the complaint procedure.

BY ORDER OF THE GOVERNOR:



MICHAEL T. MCGUIRE
Major General, AZ ANG
The Adjutant General

Arizona Department of Emergency and Military Affairs
EMPLOYEE COMPLAINT FORM

Employee Instructions: Please provide all information and retain a copy for your records. TYPE or PRINT LEGIBLY. Information concerning the complaint process is provided on page 2 of this form. Complaints shall be submitted to the DEMA Complaint Coordinator, 5636 E. McDowell Road, DEMA/SA-A, Phoenix, AZ 85008.

Name:	Job Title:	Work Phone:
EIN:	Supervisor's Name:	Supervisor's Phone:

Complaint of Alleged Discrimination based on (check appropriate box(es)):

<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> Sex
<input type="checkbox"/> Age	<input type="checkbox"/> Religion	<input type="checkbox"/> Pregnancy
<input type="checkbox"/> Disability	<input type="checkbox"/> Genetic Information	<input type="checkbox"/> National Origin
<input type="checkbox"/> Retaliation for Prior Civil Rights Activity	<input type="checkbox"/> Other: (please specify)	

Type of Action (check appropriate box(es)):

<input type="checkbox"/> Demotion	<input type="checkbox"/> Discharge/Termination	<input type="checkbox"/> Reasonable Accommodation
<input type="checkbox"/> Failure to Hire	<input type="checkbox"/> Forced Resignation	<input type="checkbox"/> Sexual Harassment
<input type="checkbox"/> Non-Promotion	<input type="checkbox"/> Reduction-in-Force (RIF)	<input type="checkbox"/> Non-Sexual Harassment
<input type="checkbox"/> Discipline	<input type="checkbox"/> Equal Pay	
<input type="checkbox"/> Other: (please specify)		Date(s) of Occurrence:

Please describe the incident that occurred in detail. Include all relevant information including name(s) of individual(s) involved, witness(es), state or federal law allegedly violated, etc. Use additional sheets to explain the issue(s) if necessary.

What resolution are you seeking?

Employee Signature:

Date:

**ARIZONA DEPARTMENT OF EMERGENCY AND MILITARY AFFAIRS
EMPLOYEE COMPLAINT FORM**

Responsibilities

The Arizona Department of Emergency and Military Affairs is committed to the prohibition against unlawful discrimination, harassment and retaliation in the workplace. It is the responsibility of all DEMA employees to promptly bring any allegation of unlawful discrimination, harassment or retaliation to the attention of the Department. Any complaint alleging unlawful discrimination, harassment or retaliation must be submitted in accordance with the procedure described in DEMA Directive 20.3 DEMA State Employee Complaint Process.

Initiating the Complaint

To initiate the complaint process, the Employee Complaint Form must be completed and submitted to the DEMA Complaint Coordinator as soon as possible after the occurrence of the act or condition complained of, and not later than 180 calendar days after the action giving rise to the complaint. The complaint shall include a description of the incident(s), list of individual(s) and witness(es) involved, date(s) the discrimination, harassment or retaliation occurred (if known), the resolution sought, and the state or federal law alleged to have been violated. The DEMA Complaint Coordinator can be reached at (602) 267-2833 or 5636 E. McDowell Road, DEMA/SA-A, Phoenix, AZ 85008. The review or investigation of the complaint shall be completed within 60 business days of receipt of the written complaint. The Adjutant General (DEMA Director) or designee shall review the findings and recommendations and issue a decision in writing to the complainant. An employee who does not initiate the complaint within the 180 calendar day period waives the right to file that complaint.

Elevating the Complaint

In accordance with State Personnel System Rule R2.5A.902.B.1, an employee (the complainant) who is not satisfied with the DEMA Director's response to a complaint alleging discrimination or harassment, may elevate the complaint to the ADOA Director within 5 business days after the receipt of the agency head's response. The ADOA Director will furnish a copy of the final decision to the agency head and the complainant within 20 business days following receipt of the complaint by the Director. The 20 business days may be extended by the ADOA Director with the concurrence of the complainant. The decision of the ADOA Director is the final step in the complaint procedure.